

# Enterprise Incident Report November 2011

As of 12/5/2011

## Public Service Commission

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - First Contact Resolution		
	High	Low	FCR Total
Public Service Commission	1 0	11 5	12 5
Customer Company Total	1 0	11 5	12 5

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### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	MIR Total
Public Service Commission	1 0	11 0	12 0
Customer Company Total	1 0	11 0	12 0

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### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	High	Low	ATTIR Total
Public Service Commission	1 0.24	11 0.18	12 0.19
Customer Company Total	1 0.24	11 0.18	12 0.19

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### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	MR Total
Public Service Commission	1 0	11 1	12 1
Customer Company Total	1 0	11 1	12 1

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### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	ATTR Total
Public Service Commission	1 0.24	11 1.33	12 1.24
Customer Company Total	1 0.24	11 1.33	12 1.24

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### Detail

<b>INC000000407698</b>	Trixie Behr Metro A Help Desk	Application Cindy Schroeder	Password Public Service Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.71
<b>INC000000407893</b>	Sheri Bintz Metro A Desktop Support	Application Rodney Austin	Reporting Public Service Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.15 1.09
<b>INC000000408515</b>	John Harvey Metro A Help Desk	Application Cindy Schroeder	Error Public Service Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000409612</b>	Ron Allen Metro A Help Desk	Application Ed Conrad	Password Public Service Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.48
<b>INC000000409845</b>	Trixie Behr Help Desk	Application Julie VanBeekum	None Public Service Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.42
<b>INC000000409987</b>	Trixie Behr Metro A Desktop Support	Application Rodney Austin	Error Public Service Commission	Novell GroupWise 32-bit Window Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.02
<b>INC000000410957</b>	Sheri Bintz Application Services	Application Danielle Hood	None Public Service Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.46 7.75
<b>INC000000411792</b>	Ric Campbell Help Desk	Application Julie VanBeekum	None Public Service Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.50 0.50
<b>INC000000411876</b>	Sheri Bintz Metro A Desktop Support	Print/Copy/Scan/Fax Rodney Austin	None Public Service Commission	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.65 1.34
<b>INC000000413306</b>	Ted Boyer Metro A Desktop Support	PC/Laptop Nancy Hachmeister	Hardware Public Service Commission	None High	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 0.24
<b>INC000000416002</b>	Sheri Bintz Help Desk	Network Julie VanBeekum	None Public Service Commission	Novell eDirectory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000418334</b>	Carol Revelt Voice Operations	Telecom Lois Schow	Voice Mail Public Service Commission	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.23 0.34

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### Science Technology and Research

#### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

**Top Number - Total Incidents**  
**Bottom Number - First Contact Resolution**

Customer Company	Low	FCR Total
Science Technology and Research	5 1	5 1
Customer Company Total	5 1	5 1